websense
ESSENTIAL INFORMATION PROTECTION™

Websense Support Webinar: Questions and Answers

Introduction to Websense Web Filter 7.0 User Interface and Utilities

Question: When is this version going to be available for download?

Answer: Websense Web Security and Websense Web Filter v 7.0 are currently available for download.

Question: When did you release version 7?

Answer: 7.0 was released on September 24, 2008.

Question: I am running a 6.x version using Microsoft SQL Server for reporting. Where do I get the update? Also, will I need any additional software, and will the update retain my current settings?

Answer: 1) To download the 7.0 installer, log on to your www.mywebsense.com account and click the **View Product Downloads** link. 2) Microsoft SQL Server continues to be a supported database engine. Check the v7 Deployment Guide for complete information about supported operating systems and third-party software. 3) Your current configuration will be carried over during the upgrade, but please perform a **full backup** before starting the upgrade.

Question: Do we have to get another subscription key for testing purposes or are we allowed to use the one we have for version 6.3?

Answer: You can create an evaluation key on www.mywebsense.com.

Question: My organization is going to use Websense Web Security v7 to monitor and filter Internet traffic in six offices. We have purchased a license for the total number of users in the organization. Can we set up a central Policy Server, a central Log Server, and a Filtering Service in each office without splitting the license count into segments?

Answer: If you set up a central Policy Server that connects to multiple Filtering Service instances (each located in a different office, for example), only one subscription key is required. For other configurations, please contact your Sales representative to find out if you will need to split your key.

Question: How I can migrate my v6.3 configuration and database to v7?

Answer: Please call Technical Support for assistance in migrating existing configurations. The v7 upgrade process automatically creates a new v7 Log Database. The previous database version is not used for logging. However, you can still run investigative reports on data in the v6.3 Log Database.

Question: Can I copy policies from my 6.3.2 installation to 7.0?

Answer: Policy settings are automatically preserved during an upgrade from v6.3.x to v7. You can contact Websense Technical Support for help in preparing for a successful upgrade. Always back up your existing configuration before attempting to upgrade.

Question: If I have separate servers for filtering and the Log Database, will I see full policy and reporting information in Websense Manager? Will I have to connect to them separately to perform different tasks?

Answer: As long as you have installed both Websense Manager and Log Server on Microsoft Windows machines, all policy and reporting information appears in Websense Manager. Websense Manager, filtering components, Log Server, and the Log Database can all be installed on separate machines.

Question: Any considerations or pitfalls in virtualizing v7?

Answer: Please refer to the *Deployment Guide* for information about deploying in a virtual environment (go to http://kb.websense.com/article.asp?article=3524&p=12 and click the link at the bottom of the page, below the thumbnail image).

Question: Can you log on to Websense Manager from another machine?

Answer: Yes. Because Websense Manager is now a Web-based application, you can log on to Websense Manager from any machine in your network. The Websense Manager Help has details (see http://kb.websense.com/article.asp?article=3759&p=12).

Question: Does the magnifying glass by the Save All button allow you to review all changes before committing?

Answer: Yes. It does not, however, allow you to save some changes while discarding others; you must choose between saving or discarding all pending changes.

Question: Do you have a command-line backup utility for version 6.3.x?

Answer: No. The Websense Backup Utility is new in version 7.

Question: Does the backup utility back up the database?

Answer: Yes. The Websense Backup Utility backs up the Policy Database, as well as a variety of configuration and initialization files. See KBA 3626 for a complete list of files saved by the backup utility.

Question: Does the backup utility get custom block pages?

Answer: Yes. The Websense Backup Utility saves the contents of the BlockPages/*/Custom directory. (Here, "*" represents a language code, like "en" for English or "ja" for Japanese.) See KBA 3626 for a complete list of files saved by the backup utility.

Question: Are backups automatically purged (keep X old versions)?

Answer: By default, backup files are kept for 365 days. Please see page 271 of the Websense Manager Help (available at http://kb.websense.com/article.asp?article=3759&p=12) for more information.

Question: Can alerts be configured to automatically generate an email notification?

Answer: Yes. To enable email delivery of alerts, go to the Settings tab of the left navigation pane, expand Alerts and Notifications, and then click Alerts. Use the other Alerts and Notifications pages to configure which alerts generate an email notification.

Question: Can you keep a log or record of what changes were made by a particular administrator?

Answer: To a degree. The Audit Log (Status > Audit Log) automatically records the time and date that changes are made, and in most circumstances, also records which administrator made the change. Audit Log records are automatically saved for 60 days, and can be exported to external applications.

Question: How many administrators can access Websense Manager and make changes at a time?

Answer: There is no hard limit. The main determining factor is the hardware used to run Websense Manager. The only absolute restriction is that administrators in the same role cannot log in with policy access simultaneously.

Question: Can delegated administration limit users to the console page and possibly a few of the toolbox items? (I'm thinking of helpdesk visibility and supporting users.)

Answer: Delegated administrators can be limited to various policy and reporting features. See page 219 of the Websense Manager Help for details: http://kb.websense.com/article.asp?article=3759&p=12

Question: Are the user-defined (custom) categories centrally available to all roles?

Answer: No. User-defined categories are managed separately for each role.

Question: Can you have more than one administrator control multiple groups of computers?

Answer: Yes. To do this, add multiple administrators to a delegated administration role. All administrators in the role can manage clients in that role. (Clients can, however, only belong to one role.)

Question: I am trying to delete a delegated administration role and I get this error: "Role name cannot be longer than 50 characters. Please enter a shorter role name." Why is this?

Answer: Try changing the role name before deleting the role. The role name must be between 1 and 50 characters long, and cannot include any of the following characters: * < > ' { } ~ ! $ % & @ # . " | \ & + = ? / ; : ,

Question: If you create a generic administrator with reporting permissions, can more than 1 person log on at the same time with that logon?

Answer: Yes. The same administrative user can be logged on multiple times, as long as the user has reporting permissions only.

Question: How do you distribute policy settings between Policy Servers?

Answer: In 7.0, there is no need to distribute policy information between Policy Servers. Instead, all of your Policy Server instances communicate with one Policy Database (via one Policy Broker), and all policy information is shared in common.

Question: If you can export policy information to XLS, can you later import from XLS if you want to get the settings back?

Answer: No. The Print Polices to File function is just a way to review policy information outside of Websense Manager (for example, so that Human Resources can review complete policy settings without the need for administrative access to Websense Manager).

Question: I understand that OUs can be defined as clients. How about user groups?

Answer: User groups can be added as clients in Websense Manager and assigned policies.

Question: I have a user in 2 groups. Is it the more restrictive policy that is used to filter the user or the less restrictive?

Answer: By default, the least restrictive policy is used. You can configure this behavior on the Settings > Filtering page in Websense Manager.

Question: Does Websense automatically synchronize Active Directory objects? In other words, if an AD user is moved to another policy does Websense automatically reflect this change?

Answer: No. When you move a user in Active Directory, you must delete and re-add the client on the Clients page in Websense Manager.

Question: If filtering is based on an Active Directory (or other directory) account, what happens when a user logs on with a local computer account?

Answer: If a user logs on with any account that has not been assigned a policy, the user is filtered based on the computer or network policy (the policy assigned to the machine's IP address), or by the Default policy. This has not changed from previous Websense software versions.

Question: Does Version 7 support IIS for its Web server, or only Apache?

Answer: IIS is not supported for v7. Version 7 uses its own version of Apache and Tomcat to host Websense Manager.

Question: Does the Toolbox replace TestLogServer for troubleshooting?

Answer: It depends what you're troubleshooting. The TestLogServer command-line utility is still available in v7. A portion of TestLogServer functionality is now also available in a graphical format, via the Toolbox.

Question: Is the Toolbox new in version 7? It doesn't exist in 6.3?

Answer: Yes. Although the functionality in the Toolbox was available from a command-line tool in previous versions, the graphical Toolbox (with its links to reporting tools) is new in v7.

Question: Does the Check Policy tool list sites permitted by a limited access filter?

Answer: No. The Check Policy returns only the names of the policies that apply to the specific user or computer (IP address). (Multiple policies may be returned if the user belongs to multiple groups, and those groups have different policies assigned.)

Question: Was there an answer to the Investigate User question? Can you go back more than 14 days?

Answer: Once the investigative report opens, you can modify the date ranges to go back further, as needed.

Question: Can you produce reports beyond the two week period available on the Status > History page?

Answer: The History page actually reflects the last 30 days of activity. When you click on a chart to bring up a full report, you can adjust the date range in the report to view older data.

Question: Can you limit what is seen on the Status > Today and History ages to a specific group?

Answer: There is no global setting to restrict this information. You can, however, create delegated administration roles to restrict which clients (users, machines) administrators can see information about and manage policies for. See the *Delegated Administration* topic in the Websense Manager Help for more details.

Question: We are Websense Reporter as our reporting tool, and have upgraded from 6.x. Should we be using the local report utilities? Is Websense Reporter necessary, or better suited for reporting?

Answer: Websense Reporter is no longer available in v7.0. Instead, when you install Websense Manager and Log Server in a Windows environment, all reporting components are included automatically. These reporting components (investigative reports, presentation reports, and the Status > Today and History charts) have been fully integrated with Websense Manager. The presentation reports component replaces Websense Reporter, and contains the most commonly used Websense Reporter reports.

Question: What is the default user session time logged per visit to a Web site?

Answer: The Internet Browse Time settings have not changed. The Read Time and Last Read Time thresholds are still 3 minutes.

Question: Can you click a blocked icon to see which sites have been blocked?

Answer: The blocked icons on the Status > Today page are not linked to any reports. You can, however, generate a report on blocked requests. Go to Reporting > Investigative Reports, and then select **Action** in the **Internet Use by:** drop-down list.

Question: We use v6.3.2 Websense Reporter to run a monthly report for managers to use to see our usage. How do we get this same report in Presentation Reports?

Answer: The Websense Reporter monthly summary report is not available in v7. You can, however, create a scheduled job in presentation reports to replicate most of the information in the Websense Reporter report. You can also recreate the information using a combination of presentation and investigative reports.

The 5 reports that were included in the monthly report in v6.x are listed below, with information about how to generate an equivalent report in v7.

Corporate Risk Summary – Go to Investigative Reports. Generate a report of Internet Use by Risk Class, and report on the Top 5 by Action, Display <choose a number >.

This does not give the percentage values that were included in the v6.x report.

Corporate Risk Trend – cannot be generated in v7. Trend information is not calculated or saved.

Most Frequently Blocked Web Sites – Go to Presentation Reports and choose Top Blocked Sites by Requests. This report includes the top 20 (v6.x gave 25).

Most Frequently Accessed Web Sites – Go to Presentation Reports and choose Top Sites Visited. Again, v7 shows top 20, v6.x gave 25.

Protocol Analysis – Go to Presentation Reports and choose Top Protocols by Bandwidth. This generates a bar chart (v6.x was a pie chart), and gives counts for each protocol (v6.x gave percentages).

For v7, you can create an Investigative Reports scheduled job for the Corp Risk Summary equivalent. You can create a single Presentation Reports scheduled job to generate all 3 of the other available reports. Of course, in both cases you can set the time frame.

Question: Some clients on their binds or technical requirements demand a real-time monitor. Is there any way to obtain this information?

Answer: Real-time monitoring is not available in this release as it was in previous versions (via RTA). This functionality is being evaluated for upcoming releases.

Question: Can Remote Filtering be used for protocol filtering?

Answer: v7 Remote Filtering has the ability to filter HTTP, HTTPS, and FTP traffic only.

Question: Will we have to re-deploy new Remote Filtering files to all clients?

Answer: Yes, if you want to have access to new Remote Filtering functionality. The v7 Remote Filtering client can now forward HTTPS and FTP traffic. If you do not need this functionality, however, the clients are backwards compatible.

Question: Does a category filter need to be created and configured for every new policy that is created? If so, it seems that you can permit or block a specific category in both areas.

Answer: No, the same category or protocol filter can be used in multiple policies. A policy requires unique filters only if it enforces unique filtering restrictions.

Question: Is the Bandwidth Optimizer part of v7.x? And if so, any improvements?

Answer: Yes, Bandwidth Optimizer is still available in 7.0. Its functionality has not changed.

Question: I want to add an HTTPS site to the allowed sites list. Can I now use the site name or do I still have to use the IP address?

Answer: Yes, for HTTPS sites you will still need to specify the IP address.

Question: Can specific URLs be opened to specific clients, network groups, or IP addresses for specific time periods?

Answer: Yes. One way to do this is to 1) create a custom category, 2) recategorize the URLs in that category, 3) create a category filter for the clients who need access to the URLs and permit that category in the filter, and 4) when you add the category filter to a policy, schedule the filter to be enforced only during a specific time frame. Complete information about how to perform each of these steps is available from the Websense Manager Help and the Websense Knowledge Base.

Question: Is there a built in method for users to request that blocked pages be unblocked directly from the block page screen?

Answer: Not at this time, although you can customize block pages to include this feature.

Question: When Websense software is installed with an integration product, where do I find the related Settings options?

Answer: Go to the Status > Today page and click a Filtering Service IP address (in the Filtering Service Summary list at the bottom of the page) to see integration information.

Question: Does the ignore.txt file work as it did in the older versions?

Answer: Yes. The “ignore.txt” functionality has not changed.

Question: Can you filter based on mac address of a machine?

Answer: No.

Question: Can Websense software filter based on hostname?

Answer: No.